



Receiver (Updater) for Windows 1.1

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Receiver (Updater) for Windows 1.1

Citrix Receiver is a new lightweight software client that makes accessing virtual applications and desktops on any device as easy as turning on your TV.

Much like a satellite or cable TV receiver in a broadcast media service, Citrix Receiver allows IT organizations to deliver desktops and applications as an on-demand service to any device in any location with a rich "high definition" experience.

As long as employees have Citrix Receiver installed, IT no longer has to worry about whether they are delivering to a PC in the office or an iPhone on the road. This approach radically simplifies desktop management for IT and gives end users far more flexibility and independence in how and where they work.

Under this node, you will find the following resources for Receiver:

New Features in this Release	Contains a listing of new features released in this version.
Readme for Receiver for Windows 1.1	Contains known issues and issues fixed in this release.
System Requirements and Compatibility	Contains server requirements, system requirements and compatibility information.
Installing Receiver for Windows	Contains an overview of the different ways you can install Receiver. The tasks and procedures can be viewed by expanding topic.
Pushing Receiver	Contains options for pushing Receiver to desktops.
Installing from the Download Page	Contains instructions for installing Receiver from the Download page.
Enabling Remote Installation	Contains instructions for creating an external download file, or creating the external Web page.
Installing Receiver on Shared and Private XenDesktop Images	Contains instructions for installing Receiver on shared and private XenDesktop images.
Deploying Receiver on XenApp Published Desktops	Contains instructions for deploying Receiver on published XenApp desktops.

Readme for Citrix Receiver for Windows

1.1

Download File Name: Receiver.exe (from the Merchandising Server download page) or Receiver.msi (from the citrix.com download page or the Update Service).

Contents

- **Finding Documentation**
- **Getting Support**
- **Known Issues**
- **Issues Fixed in this Release**

Finding Documentation

To access complete and up-to-date product information, go to Citrix eDocs located at <http://support.citrix.com/proddocs/index.jsp> and expand **Receiver and Plug-ins > Receiver for Windows**.

To view Receiver online help, right-click the Receiver icon in the notification tray and click **Help**.

Supported Citrix Components

To access complete and up-to-date product information, go to Citrix eDocs located at <http://support.citrix.com/proddocs/index.jsp> and expand the topics for your product. The readme files for the supported components are available through the **Plug-ins > Get New** page in the Merchandising Server Administrator Console.

Getting Support

Citrix provides an online user forum for technical support. This forum can be accessed at <http://forums.citrix.com/category.jspa?categoryID=169>. The Web site includes links to downloads, the Citrix Knowledge Center, Citrix Consulting Services, and other useful support pages.

Citrix provides technical support primarily through Citrix Solutions Advisor. Contact your supplier for first-line support or use Citrix Online Technical Support to find the nearest Citrix Solutions Advisor.

Citrix offers online technical support services on the Citrix Support Web site. The Support page includes links to downloads, the Citrix Knowledge Center, Citrix Consulting Services, and other useful support pages.

Known Issues

Security warning during installation [470]

During installation, a Security Warning for "Unknown Publisher" appears although the publisher is Citrix Systems, Inc. When you see that warning, click **Run** to proceed.

Receiver icon does not appear in notification area [1056]

Sometimes the Receiver icon will not appear in the notification area when Receiver is started although the Windows Task Manager indicates that Receiver.exe is running. This issue results from application compatibility settings, a known Microsoft problem. To resolve this issue, you must edit the Registry, as described in <http://support.citrix.com/article/CTX122987>.

Add or Remove Programs list needs a refresh after Receiver is uninstalled [1596]

On Windows XP Professional and Windows Server 2003: After you uninstall Receiver using the Add or Remove Programs list, the Receiver and plug-in icons remain until you refresh the list.

On Windows Vista, Windows 7, and Windows Server 2008: After you uninstall Receiver using the Add or Remove Programs list, the plug-in icons remain until you refresh the list.

Internet Explorer 7 security option prevents download of Receiver [1733]

You cannot download Receiver using Internet Explorer 7 if the "Do not save encrypted pages to disk" option is enabled. To disable that option, open Internet Explorer 7, navigate to **Tools > Internet Options > Advanced > Security**, and clear the checkbox for "Do not save encrypted pages to disk." Close the Internet Explorer window, open a new one, and download Receiver.

Globalization features are not supported for this release [1858]

Although some of the Receiver interface is localized for certain languages in this release, the localized interfaces are not yet supported. Full globalization support is planned for Release 1.2.

Issues Fixed in this Release

The following issues were fixed since the last release.

- Unable to launch Citrix offline applications [662]
- Citrix secure access plug-in does not create a secure access connection after getting manually disconnected by the user [1049]
- Performing a Repair/Change operation through Windows 7 Control Panel Add/Remove Programs displays fatal error during installation message [1388]
- Access Gateway integration errors on Windows 7 32-bit operating system [1392]
- If the connection to delivery services is manually disconnected by the user, the user is not able to reconnect to delivery services [1497]
- If the user select the preference to manually request a secure connection in the Receiver Preferences panel, the delivery status will not be sent to the Merchandising Server [1567]
- Receiver may crash when launching a streamed application [1608]

<http://www.citrix.com>

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System Requirements and Compatibility

You must have the following to install Citrix Receiver for Windows:

- .NET Framework version 2.0 or later
- Administrator privileges on the user's computer

Users must have administrator privileges on their client devices to install Receiver for Windows software from the Download page. The administrator must either grant the users administrator privileges to perform the initial installation or push the Citrix Receiver for Windows installation to their users' client devices. Administrator privileges on the users' client devices are not required after installation is completed.

One of the following browser versions is required to use Receiver:

- Internet Explorer 7.x
- Firefox version 2.x and later

The following operating systems and versions are supported by Citrix Receiver for Windows 1.1:

- Windows XP Professional 32- and 64-bit SP3
- Vista 32- and 64-bit SP2
- Windows 7 32- and 64-bit
- Windows Server 2003 32- and 64-bit SP2
- Windows Server 2008 32- and 64-bit SP2

Citrix Receiver 1.1 is compatible with the following plug-ins:

- Online plug-in 11.2
- Offline plug-in 5.2
- Service Monitoring plug-in 5.1
- Secure Access plug-in 4.6.1
- Dazzle Tech Preview
- Communications plug-in 3.0

- Profile Management plug-in 2.0

New Features in this Release

Features	Description
Improved usability	<ul style="list-style-type: none">• Downloading and installing Receiver are easier.• You can now select the plug-ins you want during installation.• You can exit or uninstall Receiver and its plug-ins in one-step: Exiting Receiver also exits its plug-ins; uninstalling Receiver uninstalls its plug-ins.• You can reconfigure previously installed plug-ins at any time from the Merchandising Server Administrator Console.
Improved management of preferences	The Receiver Preferences panel now provides easier access to the Connection Center and enables you to select an Access Gateway and enter proxy settings.
Expanded plug-in support	See System Requirements and Compatibility .

Installing Receiver for Windows

There are several methods for installing Receiver for Windows.

- If your users do not have administrative rights on their computers, follow the process documented in [Pushing Receiver for Windows](#) to push the Receiver for Windows installation down to client devices.
- If your users have administrator rights and have access to your company's internal network, they can install Receiver for Windows through the Download page on the Merchandising Server, see [Installing Receiver for Windows from the Download Page](#).
- If you have deployed Citrix Access Gateway and your users have administrator rights but do not have access to your company's internal network, you can deploy the supplied download web page template on to an external site for your users to download the Receiver and the Access Gateway plug-ins. For more information on deploying the external download page to your remote users, see [Enabling Remote Installation](#).
- You can configure the Access Gateway to publish a Web page that allows users to download Receiver. For more information, see [Deploying Access Gateway](#).
- If you use electronic software delivery (ESD) solutions to manage deployment of software (including Citrix plug-ins and Receiver), it is possible to deploy Citrix Receiver in a standalone mode without using a Merchandising Server. While the plug-ins will not be automatically updated, the user will still receive the improved end user experience that Receiver offers by housing multiple Citrix plug-ins within the same interface. For more information, see [Deploying Receiver without Merchandising Server](#).
- You can also deploy Receiver on XenDesktop images (see [Installing Receiver on Private and Shared XenDesktop Images](#)) and XenApp published desktops (see [Deploying Receiver on XenApp Published Desktops](#)).

Pushing Citrix Receiver

Use the following installation options if you wish to push the Receiver installation to your users:

AUTOUPDATE

— Determines whether Receiver checks the Merchandising Server for updates automatically or not. Set to "true" or "false".

VERBOSE

— Affects the level of debug information produced by Citrix Receiver. Set to "true" or "false".

SERVER_LOCATION

— The location of the Merchandising Server. This can be just the server address, with or without an http prefix. If the full address is given (for example, "https://10.30.1.1/appliance/services/applianceService"), be aware that this is case sensitive.

An example of installer command for unattended installs and installation log file is:

```
msiexec /l*v install.log /I CitrixReceiver.msi /qn SERVER_LOCATION=https://merchandising_server_address/
```

Installing from the Download Page

To access and run the Receiver setup from the Download page, client devices must meet the following minimum requirements.

- .NET Framework version 2.0 or later
- Administrator permissions
- Supported Browsers – Internet Explorer 7.x, Internet Explorer 8.x, Firefox 2.x, and Firefox 3.x


To install from the download page:

1. Open a web browser on your computer and enter the URL provided by your administrator for the Receiver Download page.
2. On the Receiver Download page, click the Terms of Use link to read the full document, close the document, and then select the checkbox to accept.
3. Click **Download Now**.
4. When prompted to log on, enter all of the requested information and then click **Log On**.
5. Follow the on-screen instructions.
6. If prompted, click **Restart Now** to complete the installation process.

After your computer restarts, the Receiver icon appears in the notification area on the taskbar. On Windows 7 you can access the Receiver icon by clicking the arrow next to the notification area.

To Install Receiver for Windows

End users can install Receiver for Windows from an internal or external Receiver download page. The internal download page can be accessed from the Merchandising Server. To create an external download page, you deploy the download web page template on an external server and create a bundled installer file using the packager utility. For a complete description, see [Enabling Remote Installation](#)

1. Enter the Receiver Download URL in the web browser address field. The URL is provided to the users by the Merchandising Server administrator. The internal download page URL is similar to `https://[serverAddress]/appliance/download`, where `[serverAddress]` is your Merchandising server address or host name.
2. Click the **Terms of Use** link to read the full document and select the checkbox to accept.
3. Click the **Download Receiver** button to start the download. When installation is complete, Receiver for Windows opens the Merchandising Server log on page.
4. Enter your Active Directory user authentication credentials.
5.  Receiver for Windows fetches the initial delivery from the Merchandising Server and installs it. Depending on the plug-ins installed, the user may be asked to reboot their client device. The Receiver icon is present in the notification area and is accessible to the users through their Windows or Vista **Start > Programs > Citrix** folder.

Want More Information?

- [Pushing Citrix Receiver](#)
- [Enabling Remote Installation](#)

Enabling Remote Installation

Users can install Citrix Receiver remotely using Citrix secure access - standard or enterprise edition - plug-in. If your company uses a different product to provide access to remote users, this solution does not apply.

For your users to install the Receiver for Windows remotely, you need to:

- Wrap the Citrix secure access - standard or enterprise edition - plug-in and the Citrix Receiver application into a single file using the Citrix Receiver Packager utility and move the output file to your external web server.
- Create your download web page from the supplied template, link it to the output file created by the Packager utility, and deploy the external web page on your web server.

Creating the External Download File

The Citrix Receiver Packager utility and support files can be downloaded from <http://support.citrix.com/article/CTX121355>. This utility wraps the Citrix secure access plug-in and Receiver for Windows application files into a single file that when linked to your external download page installs and configures both applications on your remote client devices. When the file installs, Citrix secure access plug-in prompts the remote users for credentials based on the authentication parameters you configured with the Citrix Receiver Packager. The Access Gateway appliance authenticates the user, establishes a secure connection, and forwards the user credentials to the Merchandising Server. Receiver for Windows starts and installs the scheduled updates from Merchandising Server.

The Citrix Receiver Packager contains three sections:

- Citrix Secure Access plug-in – contains the configuration parameters for the Citrix Secure Access plug-in.
- Citrix Receiver – contains the configuration parameters for the Receiver for Windows application.
- Self Extracting Package – contains the location of the conversion application and the location and name for the external executable. The default name for the executable created as a result of this process is `ReceiverInstaller.exe`.

You can download the latest Citrix secure access plug-in and Receiver application from **Plug-ins > Get New** in the Administrator Console.

To create the external download page executable:

1. Download the remote installation zip file to your computer and extract the files.
2. Double-click or run the `AGCRPackager.exe` file.
3. In the Citrix secure access plug-in section, click **Browse** to locate your Citrix secure access plug-in.
4. Enter you Access Gateway Appliance URL in the **VPN URL** field.
5. The next three fields define user authentication. If two way authentication is required, select **Enable Two Factor Auth** and **Input Hidden** checkboxes to the right of Prompt 3. Additionally, you can modify the text that displays in the log on screen for **Username**, **Password**, and **RSA Token**.
6. In the **Citrix Receiver > Installer** field, click `Browse` and locate your Citrix Receiver application.
7. In the **Server** field, enter your Merchandising Server address or domain name.
8. The **Arguments** field contains the default values for silent installation.

9. In the **Self Extracting Package** section, click **Browse** to the right of the **Template** field to locate the `ChainingInstaller.exe` file.
10. Click **Browse** to the right of the **Package** field to define the location and enter the filename for the file. The default file name is `ReceiverInstaller.exe`. If you rename this file, make sure to change the name in the `resources.js` file also, see [Creating the External Citrix Receiver Download Web Page](#).
11. Click **Build** to complete the process. The new executable file is created and available at the location you specified in the **Package** field.
12. Move the output file to a location on your web server that can be accessed by your download page.

Want More Information?

- [Creating the External Citrix Receiver Download Web Page](#)
- [Configuring Plug-in Parameters](#)

Creating the External Citrix Receiver Download Web Page

The sample download page and support files are contained in the `remote_installation.zip` available for download from <http://support.citrix.com/article/CTX121355>.

1. Go to the location that you downloaded the remote installation files in [Creating the External Download File](#). The file names for the sample download page and support files are:
 - CitrixReceiverDownload.cab
 - ieTransparency.css
 - index.html
 - loadInstaller.jsp
 - main.css
 - resources.js
 - SelfExExe.exe
 - img (images folder)
2. Edit the `resources.js` file and add the following data:
 - Enter your Merchandising Server host name or IP address value for the `BroadcasterURL` parameter.
 - The external server IP address used to host the external web page for the `baseURL` parameter.
 - Enter the output file name generated in [Creating the External Download File](#) for the `fileName` parameter. The default value for the installer file is `ReceiverInstaller.exe`.
3. Make any other changes to the page styles or other information that is appropriate.
4. Post these files to a web server and email the URL to your users.

Want More Information?

- [Creating the External Download File](#)

Deploying Receiver without Merchandising Server

If you use electronic software delivery (ESD) solutions to manage deployment of software (including Citrix plug-ins and Receiver), it is possible to deploy Citrix Receiver in a standalone mode without using a Merchandising Server. While the plug-ins will not be automatically updated, the user will still receive the improved end user experience that Receiver offers by housing multiple Citrix plug-ins within the same interface.

By downloading the installation file from <http://www.citrix.com>, and IT administrator can install and deploy Citrix Receiver for Windows in the standalone mode. . This should be done by using ESD technology or other customer-specific process. When deploying Citrix Receiver for Windows in a standalone mode, the administrator is also responsible for installing the Citrix Receiver for Windows managed components, such as the Citrix Online, Offline, Secure Access, and Communications plug-ins.

Installing Receiver on Private and Shared XenDesktop Images

Where you publish XenDesktop images and want to use other Citrix plug-ins, Receiver can improve the overall user experience and help keep desktops up-to-date as it does on physical desktops.

Citrix Receiver for Windows can be deployed on private or shared desktop images. For private desktops, the desktop configuration and updates persist between sessions. In this scenario it is a remote desktop and Receiver performs the same services as on a normal local desktop. In a shared (or pooled) desktop image, the desktop image is reloaded each time the user logs on, essentially discarding any changes made by Receiver and returning the desktop back to its original state.

For additional information, see [XenDesktop](#).

Private XenDesktop Images

With a private desktop image, updates to Receiver are triggered in the same manner as they are with other client devices.

To install and setup Receiver on a private XenDesktop image

1. Log on to the master shared image with administrator permissions.
2. Download Citrix Receiver for Windows from the Receiver Download page hosted on the Merchandising Server following the process described in your Citrix Merchandising Server Administrator's Guide. The URL is: `https://[merchandisingServer]`, where `[merchandisingServer]` is the hostname or IP address of your Merchandising Server.
3. Wait for Receiver to install the updates. When the private user accesses XenDesktop, Receiver will startup and provide the applications as configured. Updates are performed automatically or as requested by the user.

Shared XenDesktop Images

On shared desktops (where the whole desktop image is fresh each time), you can use Receiver as an image preparation tool. Initially, Receiver is installed on the base image and it sets up the plug-ins. After you disable the update mode, the base image post plug-in install is used. When new plug-ins are deployed, enable the update mode in the base image so Receiver can install the updates; then you disable the update mode and create a new image.

To manually install and setup Citrix Receiver for Windows on a shared XenDesktop image

1. Create Windows base image.
2. Install online plug-in by running CitrixOnlinePluginFull.exe.
3. Install offline plug-in by running CitrixOfflinePlugin.exe.
4. Pre-cache and pre-extract all offline applications using the radedeploy utility (see <http://support.citrix.com/article/ctx115137>).
5. Install Receiver using the following: `msiexec.exe /I Receiver.msi ALLUSERS=1`
6. Install Dazzle using the following: `msiexec.exe /I Dazzle.msi STORE1="Storename;https://XMLServerURL/Citrix/PNAgent/config.xml;ON;Store Description" ALLOWADDSTORE=A ALLOWSAVEPWD=A ALLUSERS=1`

To use Merchandising Server to install and setup Citrix Receiver for Windows on a shared XenDesktop image

The procedure below disables automatic updates.

1. Log on to the master shared image with administrator permissions.
2. Download the Citrix Receiver for windows from the Receiver Download page hosted on Merchandising Server. The URL is: `https://[merchandisingServer]`, where `[merchandising Server]` is the hostname or IP address of your Merchandising Server.
3. Wait for Receiver to install updates.
4. When updates are completed, add the `-nopluginupdates` option to the `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run\CitrixReceiver` registry:
 - a. Go to **Start > Run**, enter `regedit`, and click **OK**.
 - b. Go to `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run` and click **CitrixReceiver** in the name column. The **Edit String** popup displays a **Value data** entry that is similar to `"C:\Program Files\Citrix\Receiver\Receiver.exe" -autoupdate -BCType:http`.
 - c. Add `-nopluginupdates` at the end of the entry in the **Value data** field.
 - d. Click **OK** to apply the changes.
 - e. Exit the registry.

For more information on unattended installations and the metadata file attributes, review the *Citrix Merchandising Server Administrator's Guide* at

<http://support.citrix.com/article/CTX120407>.

The next time a user logs onto the shared desktop all applications and plug-ins will be available and the users will not be annoyed by repeated updates.

Deploying Receiver on XenApp Published Desktops

When publishing XenApp desktops, you can install Citrix Receiver and plug-ins to improve the overall user experience. Since updates to XenApp published desktops may not be available to users, you can manually trigger updates.

To install Citrix Receiver on a XenApp Published Desktop

1. To publish the server desktop, see the XenApp product documentation at <http://edocs.citrix.com>.
2. Log on to the XenApp published desktop with administrator permissions.
3. Download Citrix Receiver for Windows from the Receiver Download page hosted on the Merchandising Server. See To Install Receiver for Windows.

Receiver installs but is not yet configured to retrieve updates from the Merchandising Server.

1. To trigger an update, right-click the Citrix Receiver icon in the notification area and select **Exit**.
2. Open a command prompt window and start Citrix Receiver in the updating mode by typing the following command:

```
C:\Program Files\Citrix\Receiver\Receiver.exe -autoupdate  
-allowadminTSupdates
```

3. Once the updates have been installed, exit Receiver by right-clicking the Receiver icon in the notification area and selecting **Exit**.

The updates are now available for your XenApp published desktop users.

Software Development Kit

The Software Development Kit used to develop software components that Receiver for Windows can deploy is available through the Citrix Developer Network at <http://community.citrix.com/display/xa/Citrix+Receiver+for+Windows>